

COVID19 - Services offered by supermarkets for elderly, disabled, vulnerable people, carers and key workers – May 2020

Those who are clinically extremely vulnerable (shielding)

Those who are [clinically extremely vulnerable \(shielding\)](#) should have received a letter from the Chief Medical Officer asking them to self-isolate.

The letter explains they should contact their local authority for support to get essential food supplies if friends or family can't help.

All supermarkets in Wales offering home delivery have been sent datasets of those who are shielding.

Those who are vulnerable, or self-isolating but not shielding

Should ask friends, family or neighbours who are well to go out and get food and other essentials or use online services. If this is not possible, then the public sector, business, charities, and the general public are gearing up to help. Voluntary organisations that can help can be found at: <https://thirdsectorsupport.wales/> can advise on support available to help with such activities as food shopping.

Most of the major supermarkets have ways of paying online, such as e-vouchers or gift cards. The person shopping on their behalf can use them in-store. To find out about payment options, visit:

- your supermarket's website
- [UK Finance](#) (the collective voice for the banking and finance industry)

Information about Supermarkets

Opening Times – Hours for elderly, vulnerable, carers, key workers etc.

Supermarket	Elderly/ Vulnerable etc.		NHS etc.	
Tesco	Elderly, Vulnerable	M, W, F (9-10am) (excl. express)	NHS workers NHS, care and other emergency services workers	1 hour before shops open Sunday, 9-10am Tue & Thur Priority access to stores, come to front of queue (with ID)
Sainsbury's	Elderly, disabled, vulnerable & carers	MWF – 8-9am	NHS & Social Care	M-Sat 7:30-8:00

Morrison's			NHS workers	1 hour am 6am-7am Mon-sat 9:00-10:00 Sun
ASDA			NHS Staff & Care workers	8-9am – MWF 9-10 Sun (browsing)
LIDL				
ALDI	Elderly and vulnerable who cannot shop online etc.	Mon-sat – 30mins before opening	“emergency workers” – NHS, police, fire service, Social care workers, first responders, St Johns Ambulance staff	Sundays 30 mins before opening. Priority ahead of queues (with ID, for NHS, police & fire service)
Co-op	“Those at high risk and those who care for them”	Dedicated shopping hour, 8-9am M-Sat, 10-11am Sun	And NHS workers	(same as previous)
Waitrose	Elderly and vulnerable	first opening hour each day	NHS workers	Priority access to shops and checkouts(goods set aside)
M&S	Elderly	Mon, Thur (first hour of trading)	NHS, emergency services , health and social care workers	Tues, Fri (first hour of trading)
Iceland	Elderly	8-9 every day (only food warehouse)	NHS staff, healthcare and social care workers	Final hour (Iceland and food warehouse)

Online shopping and delivery

Supermarket	Website	Food boxes/parcels
Tesco	website link	
Sainsbury's	website link	
Morrison's	website link Morrison's are also offering telephone shopping services	https://www.morrisons.com/food-boxes/ A gluten free box is available

Asda	website link	https://foodboxes.asda.com/?utm_source=asdacom&utm_medium=tile&utm_campaign=launch
Lidl	website link	
Aldi	website link	https://www.aldi.co.uk/food-parcels
Co-op	website link Co-op deliveries also available via Deliveroo https://deliveroo.co.uk/brands/co-op/	
Waitrose	website link	
M&S	website link	
Iceland	website link	
Ocado	website link	

Volunteer gift cards

These can be purchased online and used by people other than the purchaser to buy shopping in store for them.

These are generally purchased on-line, and then an email is sent with a barcode to either the purchaser, or a nominated recipient who can then use this to purchase goods in store. This enables contactless payment for both volunteers and store staff.

Several supermarkets have now developed these.

ASDA – [here](#)

- Minimum – maximum value: £5-£150
- Helpline Number: 08005193333
- Card can be emailed to the purchaser or volunteer to then use in store.
- It can be topped up online.
- Also sells a reloadable physical card which can be topped up online and sent by post to a person of choice.
- This can be redeemed in store printed or on a phone screen. Not certain if they can be used online, other ASDA gift cards can.
- Bulk/ Corporate Purchase – yes - [link](#)
 - Corporate card phone number 03332079661

Sainsbury's - [link](#)

- Minimum – maximum value: £5-£250

- Helpline Number: 03712001597
- Card can be emailed to the purchaser or volunteer to then use in store.
- Gift cards cannot be sent by post.
- You can view your balance online but it is not certain if they can be topped up online.
- The purchaser will receive an email when the card is opened by email and each time it is accessed.
- This can be redeemed in store printed or on a phone screen. The card cannot be used online.
- There are certain products that cannot be purchased with a gift card, the only food item being infant formula. ([link](#))
- Bulk/ Corporate purchase - [link](#)

Morrison's – [here](#)

- Minimum – maximum value: £10 - £250
- Helpline Number: 03443815042
- Provides both physical and e-gift cards, with the physical cards being posted to the recipient, or being sent by email as an e-card
- They can be used in any Morrison's Store, printed or on a phone screen, including on self-service check outs. They cannot be used online.
- The balance on the card can be checked by calling a number on the back of the card, or for e-cards online, but the card cannot be reloaded.
- Gift cards can also be purchased for organisations in bulk [here](#).

Waitrose – [link](#)–

- Minimum – maximum value: £10 - £500
- Phone order/helpline : 03301230350
- Card can be emailed to the purchaser or volunteer to then use.
- Physical gift cards can be bought online, but this is not linked to the “volunteer card” launch.
- Waitrose has a telephone number so the cards can also be bought over the phone.
- The card can be redeemed in store or online.
- Corporate/ bulk purchase: normal corporate gift cards can be purchased, but these are not linked to the volunteer card scheme. [link](#)

M&S – [link](#)

- Minimum – maximum value: £10 - £500
- Helpline Number: 03330148444
- Card can be emailed to the purchaser or volunteer to then use.
- Can be used online or in store
- Physical gift cards can also be purchased from M&S, but these are not linked to the volunteer card scheme.
- Bulk Purchase – Can be made via the M&S Corporate gifts page ([link](#))
 - Corporate card phone number: 03330148444

Co-op

- Launched vulnerable shopper initiative for shielding/ self-isolating
- Call 0800 029 4592 – dedicated co-op phoneline
- Purchase gift card shared with volunteers etc.
- Helpline can also point people in direction of local authority volunteer support schemes
- [Link](#) –
- In store only, not available to purchase online
- Min £1 – max £1000
- Physical card not e-card.

ALDI

- (not online e-card)
- Launched Voucher system – vouchers can be purchased at vouchers.aldi.co.uk and posted to others to shop on their behalf.
- Available in denominations of £5 and £10, no additional postage cost
- Customer service phone: 0800 042 0800
- Can purchase a blue voucher (only excludes lottery) or an orange voucher (excludes alcohol and lottery)
- Contact vouchers@aldi.co.uk for organisation purchases.
- Vouchers system does not allow change – e.g. if purchase is less than cost of voucher then no change is given and amount not kept on voucher.

SPAR

- Accept “card holder not present” payment accepted in 600 stores in England and Wales.



Card holder not
present instructions for

- Can include company owned and independent spar stores.

